

**Health Rights Hotline
Standardized Letter**

Close / No Contact / W/Enclosure

December 4, 2002

Jane Sample
1234 Union Street
Sacramento, CA 95823

Dear Jane Sample:

This letter is to confirm that I have closed your case with the Health Rights Hotline. Because I did not hear from you after my last letter, I assume that you no longer need our assistance.

We believe that you can and should be in charge of your health care. The best way to take charge is to understand your personal health care situation and to understand and act on your rights. I suggest that you take the following steps to resolve the issue you called about.

While we believe you are very often your own best advocate, if you need additional assistance, please feel free to call the Health Rights Hotline again. If you do need additional assistance, please call during the hours of 9:00 a.m. to 5:00 p.m., Monday through Friday, at the numbers listed below. If you should call the Hotline for additional assistance in the future, please work with the counselor who answers your call. All counselors have access to your case information.

Sincerely,

<Name of Counselor>
Counselor

Enclosure

How to Appeal a Health Plan / Medical Group Decision
Information to Support Your Appeal